

MILPERSMAN 1320-312

ORDER CLARIFICATION AND CLAIMS

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References	(a) NAVSO P-6034, Joint Federal Travel Regulations (JFTR), Volume I, Uniformed Service Members (b) OPNAVINST 4650.15
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1. Policy

a. Questions regarding permanent change of station (PCS)/temporary additional duty (TEMADD) orders should be directed to Navy Personnel Command (NAVPERSCOM),

(1) Distribution Management and Procedures Branch (PERS-451H) **for clarifying/interpreting orders as related to member entitlements and TAD, or**

(2) Entitlements Branch (PERS-324) **for transportation entitlements/assistance.**

b. NAVPERSCOM (PERS-451H) processes controversial travel and per diem claims resulting from executed member orders (PCS and TEMADD), which, by their nature, are questionable as to legality of payment.

2. Procedures

a. Normally, claims are submitted by a disbursing officer to Defense Finance and Accounting Service (DFAS), General Accounting Office (GAO) (Comptroller of the United States) for settlement. When required, DFAS GAO forwards them to NAVPERSCOM (PERS-451H) for staffing controversial travel and per diem claims.

b. NAVPERSCOM (PERS-451H) must ascertain the correctness of the orders as written; obtain clarification as to intent, purpose, reason for travel, delay, etc.; and forward claims to NAVPERSCOM, Assistant Commander Navy Personnel Command (ACNPC) for Career Management Department (PERS-4) by letter or endorsement with the recommendations, comments, or other appropriate actions for which the claims and orders are referred.

(1) Claims are logged in by NAVPERSCOM (PERS-451) as received, identified as to type of action required, and given to claims examiners. Information required to adjudicate the claim is solicited from various individuals, offices, commands, or activities. Then the claim with accompanying documents and NAVPERSCOM (PERS-451H) comments or recommendation is forwarded to NAVPERSCOM (PERS-4), or returned to the appropriate DFAS GAO official for determination of entitlement or settlement, as applicable.

(2) Since a claim may be submitted any time within a 6-year period, examiners must be conversant with the laws and regulations promulgated in references (a) and (b), Comptroller General Decisions, etc., and process claims chronologically.

(3) Processing of a claim may take from 1 day to several months before settlement is reached.